

This form has been produced by Railfuture's Passenger Group in 2020.

Railfuture has produced various station survey forms over the years, and several are on the Railfuture website, as rail user groups (RUGs) and others may prefer different formats. However, this form has the latest set of questions and is the only form currently being used by Railfuture's volunteers.

## How to use this form

This form is intended to be downloaded by members of Railfuture branches, affiliated user groups, Community Rail Partnerships or others who wish to carry out surveys of the facilities at their local station(s) for the purposes of their campaign work. This could include allowing branches and user groups to collect and analyse data on station facilities in their area, campaigning for improvements to facilities at particular stations; or to highlight examples of good practice or innovative ways of delivering improvements to station facilities.

For ease of use this form has been broken down into separate sections covering different areas of the station and types of facility (e.g. access to the station; parking; buying a ticket; information and wayfinding; interchange with other public transport; etc.) provided. Obviously, not all of these sections will be applicable to every station as the facilities will vary according to the size, level of usage and location of individual stations, so the layout of this form is designed to enable users to skip those sections that are not applicable: this is also why the sections relating to interchange with trams and metro services as they apply to comparatively few stations.

Whilst this form aims to cover all aspects of station facilities, Railfuture does not claim that it covers absolutely everything, so users may think of other things that could be added to provide further useful information on station facilities.

**Name of Station** \_\_\_\_\_

### **1) Access to the station from the surrounding area**

- a) Is the station clearly signposted from the surrounding roads?
- b) Is motor vehicle access to the station easy?
- c) Is there safe pedestrian/cycle access to the station?
- d) Is there proper segregation of pedestrian and vehicular traffic entering the station from surrounding roads?

- e) Is pedestrian and cycle access well lit?
- f) Is there step free access between the station and the car park(s), bus stops/taxi rank and the town/village centre?
- g) Any other comments on access to the station?

## **2) Interchange with buses and taxis**

- a) Are there bus stops in the road outside the station, or bus stops outside the station entrance or on the station forecourt?
- b) Is there a safe walking route between the nearest bus stops and the station entrance?
- c) Where buses come into the station forecourt, do they stop outside the station entrance?
- d) Are there shelters or a covered waiting area with seating for passengers continuing their journey by bus?
- e) Do the bus stops have timetables and real time information? (i.e. a visual display telling you the time of the next bus)
- f) Do the main bus stops have help points?
- g) Is there a proper turning circle for buses?
- h) Is there a taxi rank at the station?
- i) If so, is it clear where passengers should queue for taxis?
- j) Is there a shelter or other covered area where passengers can wait for taxis in poor weather?
- k) Where do replacement buses stop to pick up and set down?

l) Any other comments on changing between trains and buses and taxis?

### 3) Car parking

*Complete this section if the station has a car park.*

- a) Are there sufficient parking spaces?
- b) Is the car park in a good state or repair with regard to:
- surface quality
  - clear marking of parking bays
  - availability of ticket machines and lighting
- c) Are there electric car charging points?
- d) Are there short-term parking bays for pick up/set down?
- e) Are parking charges clearly displayed?
- f) Are car parking charges low enough so as not to discourage commuters and day trippers?
- g) Are there enough car park ticket machines?
- h) Are there clear instructions about alternative payment methods: e.g. by mobile phone or debit/credit cards?
- i) Can wheelchair users use the ticket machines?
- j) Are there clearly marked walking routes from the car park to the station entrance?
- k) Are disabled parking bays provided and, if so
- i. How close are they to the station entrance?
  - ii. Are they clearly marked?

- iii. Are they wider than standard bays (best practice), or the same width as other spaces?
- l) Any other comments on car parking?

#### **4) Cycle parking**

- a) Are proper, secure facilities provided for parking pedal cycles and motorcycles?
- b) Is the cycle parking covered?
- c) Is there sufficient cycle parking?
- d) Are cycles chained to railings and station furniture a problem?
- e) Any other comments on cycle parking?

#### **5) Buying a train ticket**

- a) Where there is a staffed ticket office:
  - i. Are ticket office staffing levels and the number of sales positions appropriate for the level of usage?
  - ii. Can wheelchair users use the ticket office windows, or is there a separate window that is adapted for wheelchair users?
  - iii. Are ticket office opening hours appropriate for the level of usage?
  - iv. Are ticket office opening hours clearly displayed?
  - v. Do the ticket office windows have facilities for passengers with impaired hearing?
- b) Are there any ticket vending machines (TVMs)?
- c) Are there enough TVMs available and in working order?
- d) Can wheelchair users use the ticket vending machines?
- e) Any other comments on ticket buying?

## 6) Wayfinding and information

- a) Is it easy for passengers to find their way around the station?
- b) If your station has a complicated platform system e.g. high level and low level, is it easy to find your way around it?
- c) Are there problems with confusing, inconsistent or poorly located signage?
- d) If so, what are they?
- e) How easy is it to see the station name signs from a train arriving at the station at night?
- f) If not, what could be done to make the station name signs easier to see from a train arriving at the station at night? This might include improving lighting on the station platforms; putting additional name signs on the platform lamp posts; or illuminating the existing name signs.
- g) Are there up-to-date timetable and information posters displayed:
  - i. at the station entrance?
  - ii. in the ticket hall/concourse area (depending on size and layout of the station)?
  - iii. on the platforms?
- h) Are there problems with out of date or incomplete information: for instance, timetable posters not showing the services of all operators that serve the station?
- i) Is there real time passenger information provided?
- j) Where real time passenger information displays are provided. are they:
  - i. in working order?
  - ii. easy to read?
  - iii. conveniently located?
- k) Are there problems with passenger information displays being difficult to read in bright sunlight?

- l) Are there problems with passenger information displays being placed in locations where they cause congestion at busy times due to passengers stopping to read them?
- m) How easy is it to find information on bus services from the station?
- n) Are there posters outside the station providing information about the local area and if so how useful is this information?
- o) Is there local taxi information provided?
- p) Any other comments on wayfinding?

#### **7) Passenger comfort: protection from the elements in bad weather**

- a) Does the station have weatherproof waiting rooms or shelters on the platforms?
- b) Are the waiting rooms and shelters clean and well maintained?
- c) If the waiting rooms are only open when the station is staffed (as opposed to from first to last train), are there other covered waiting areas with seating provided.
- d) If so are these adequate and well maintained?
- e) Is it possible to walk from the station entrance to the platforms without an umbrella in wet weather?
- f) Are there canopies on the station platforms and if so:-
  - i. Do they enable passengers to wait for their train without getting wet?
  - ii. Do they enable passengers to board their train without getting wet?
  - iii. Are there problems with passengers crowding on certain parts of the platform due to inadequate canopy coverage?
- g) Any other comments on passenger comfort in bad weather?

#### **8) Passenger Comfort: Toilet facilities**

- a) Are there toilet facilities at the station?
- b) Are toilet facilities clean and well maintained?
- c) Are:
  - i. Accessible toilets facilities provided
  - ii. Toilet facilities for passengers with young children (including baby changing facilities) provided?
- c) Are the toilet facilities appropriate for the number of passengers using the station?
- d) Are the opening hours of the toilets appropriate for the number of passengers using the station?
- e) Do automatic ticket barriers make it difficult to reach the toilets?
- f) If there are no toilet facilities at the station are there public toilets nearby?
- g) Any other comments on toilet facilities?

## **9) Passenger Environment**

- a) Are receptacles provided for passengers to dispose of their litter?
- b) Are separate receptacles provided for recyclable and non-recyclable waste?
- c) Are there problems with littering as a result of a lack of facilities for passengers to dispose of their litter?

## **10) Safety and security**

- a) Does the station and immediate surroundings give the impression of being clean, welcoming, well maintained and well managed?

- b) Are all areas of the station and its immediate surroundings adequately and evenly lit at night?
- c) Are all areas of the station and its immediate surroundings covered by CCTV?
- d) Does the station and its immediate surroundings have clear sight lines so passengers can see each other?
- e) Are there problems with blind spots?

If so, what has been done to address these: e.g. installing mirrors; extending CCTV coverage; fencing off blind areas from the public?

- f) Any other comments on safety and security?

#### **11) Physical access issues**

- a) Is there step free access from the station entrance to all platforms?
- b) If step free access between the platforms by means of the footbridge or subway is not provided, are there alternative step free routes to each platform? (For instance, at some stations with two platforms access between the platforms might only be by means of a footbridge or subway with steps; but there might also be separate entrances to each platform on either side of the line that are/or could be equipped with ramps.)
- c) Is it possible to arrange staff assistance for disabled passengers boarding/alighting from trains either by means of station staff, train crew or mobile staff assistance?
- d) Is this available until the last train has left?
- e) Are there problems with stepping distances between the train and the platform being greater than normal due to curved or low platforms?
- f) If so, has or could anything be done to address these problems?
- g) Does the station have both real time visual and audible passenger information systems? (The former are useful for passengers with impaired hearing and the latter for visually impaired passengers.)

- h) Do the platforms have tactile paving to warn visually impaired passengers that they are close to the platform edge?
- i) Are there tactile surfaces at the top and bottom of the footbridge or subway stairs to assist visually impaired passengers?
- j) Are the edges of the steps on the footbridge or subway stairs marked in a contrasting colour to assist visually impaired passengers?
- k) Do the footbridge or subway stairs have two sets of handrails at different heights (with the lower one fixed at a height that can be reached by children) and
  - l) Are the handrails in a contrasting colour to assist visually impaired passengers?
- m) Are the footbridge or subway stairs fitted with a rail to enable bicycles to be wheeled up and down the stairs?
- n) What other steps have been taken to make the station easier for disabled passengers to use, and how useful do you think these initiatives are?
- o) Any other comments on physical access?

## **12) Interchange with trams**

Are there tram stops:

- i. In the street outside the station
  - ii. Outside the station entrance
  - iii. Or within the station premises
- a) Is there a safe walking route to the nearest trams stops/interchange and does this have adequate lighting and CCTV coverage?
  - b) Are the tram stops/interchange clearly signposted from the station?

- c) Are the tram platforms under cover, or do they have waiting shelters or canopies?
- d) Do the tram stops have real time information, timetables and line/system maps?
- e) Is there step free access between the station and the tram stops?
- f) Any other comments on interchange with trams?

**13) Interchange with metro-type rail services (e.g. London Underground; Docklands Light Railway; Glasgow Subway; Tyne and Wear Metro)**

- a) Does the station connect with underground/metro services?
- b) Is there a covered pedestrian route to the underground/metro station from within the station premises?
- c) Or do passengers need to leave the station to interchange with underground/metro services?
- d) In either case is the pedestrian route to the underground/metro station clearly signposted from the station?
- e) Does this pedestrian route have adequate lighting and CCTV coverage?
- f) Is there step free access between the station and the underground/metro platforms?
- g) Do the underground/metro platforms have real time information displays; timetables and line/system maps?
- h) Do the underground/metro platforms have help points?
- i) Any other comments?